

## Guidelines for Use of Patient Portal Email Communications

For the convenience of my patients, you may communicate with me by email through the patient portal. I hope you will review and follow the guidelines for email communications listed below. Please be aware that these guidelines may require modification as the need arises.

1. Please keep email content to the following topics:
  - a. Non-treatment related healthcare issues (i.e. request for general health information).
  - b. Non-urgent medical questions.
2. Please use the general topic in the subject line of your email so that they can be rapidly sorted.
3. Although my patient portal is secure, NEVER use email for issues you would not write openly on a postcard. While we will treat your communication with the same care as we do your medical records and phone calls, please do not include sensitive information in your email. Specifically, do not include your social security numbers or other financially sensitive information. Your communication may be viewed by your physician, a covering physician, his medical assistant or the practice coordinator.
4. Please keep emails brief and concise.
5. Please be aware that all attempts will be made to reply to emails as quickly as possible, but replies may take more than 1 business day. Please do not include time sensitive requests in email. Please use the telephone for all urgent requests.
6. We will not be able to respond to medical emergencies via email. The email cannot replace the physician-patient relationship and we respectfully request that you not ask for diagnosis or treatment via email.
7. A copy of your email will be placed in your medical record.
8. NEVER use email for urgent matters.

## Email Informed Consent

I hereby authorize **Uday Jani, MD, FACP** to communicate with me via email through the patient portal regarding non-urgent, non-treatment related healthcare issues.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

Email Address \_\_\_\_\_

Date of Birth \_\_\_\_\_